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Executive Secretary

**ARIZONA CORPORATION COMMISSION**

September 3, 2004

Chairman Marc Spitzer  
Commissioner William A. Mundell  
Commissioner Mike Gleason  
Commissioner Kristin Mayes

Re: Truth in Billing, Docket No. T-00000D-04-0582

Dear Colleagues:

I agree with the sentiments of Chairman Spitzer and Commissioner Mundell on the issue of expanding the "Truth-in-Billing" docket to scrutinize the billing practices of both wireline and wireless carriers.

I have received several complaints from telephone customers about unexpected add-on "regulatory fees" that had not been disclosed in the offering materials. It appears these "fees" are simply a way for wireless, long distance and local telephone providers to recoup normal business expenses. Consumers ought not to be fooled and confused by these tacked on "regulatory fees"

The docket should examine the billing practices of all types of telecom companies, including long distance providers.

In the telecom industry, the issue of misleading customer charges has become routine and prevalent. At this point, the Commission needs to take action. Holding public comment meetings throughout the state on this issue, as Commissioner Mundell suggested, is an excellent start.

Sincerely,

A handwritten signature in black ink, appearing to read "JH", is written over a horizontal line.

Jeff Hatch-Miller, Commissioner  
Arizona Corporation Commission

Cc: Brian C. McNeil  
Ernest Johnson  
Chris Kempley